

California CWS Case Reviews

Frequently Asked Questions: Process and Procedural Clarifications

v. 11.20.15

Case Selection/Methodology

1. How was the number of cases to be reviewed determined?

The number of cases to be reviewed is based on the combined caseload size of the county probation agency and child welfare agency. These numbers are based on total caseload as of July 1, 2014, and are not subject to change until Round 4 of the Federal Child and Family Services Review (CFSR), anticipated in the Federal Fiscal Year (FFY) 2021. The methodology for the number of cases to be reviewed mirrors that of the fiscal year allocation for the case reviews, in that:

- Counties with 0 to 99 cases will complete approximately 8 case reviews annually.*
- Counties with 100 cases to 299 cases will complete approximately 20 case reviews annually.*
- Counties with 300 cases to 999 cases will complete approximately 70 case reviews annually.*
- Counties with over 1000 cases will complete approximately 100 case reviews annually.*

Please see All County Letter No. 15-77 and pg. 3 of the Case Review Policies and Procedures Manual for more information about case sampling and methodology.

2. Why are counties required to review a set number of cases instead of a percentage of their cases?

A percentage of the total cases were considered, however, large counties would overwhelm the data, making it difficult to evaluate the effectiveness of policies at a statewide level, which impacts the ability of CDSS to provide quality technical assistance.

Please see All County Letter No. 15-77 and pg. 3 of the Case Review Policies and Procedures Manual for more information about case sampling and methodology.

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Face Sheet/Case Information

1. What date should be used as the date of the first case opening?

The date of the first case opening is the date identified in CWS/CMS as the date the case was actually opened. The start date is found on the ID page, in the Case Management (green) section in CWS/CMS. See the screenshot below from CWS/CMS for additional information.

The screenshot shows the 'Case Info' section of the CWS/CMS interface. The 'Start Date' field is highlighted with a red box and contains the date 10/16/2013. A blue arrow points from the 'Start Date' field to a text box that reads: 'Face Sheet Question I: The date of the first case opening is the Start Date'.

2. What date should be used as the date of the child's most recent entry into foster care?

The date of the child's most recent entry into foster care is the date identified in CWS/CMS as the start date for the most recent placement episode, which is found in the Placement Management (red) section in CWS/CMS. See the screenshot below from CWS/CMS for additional information.

The screenshot shows the 'Placement Management' section of the CWS/CMS interface. The 'Removal Date' field is highlighted with a red box and contains the date 10/22/2013. A blue arrow points from the 'Removal Date' field to a text box that reads: 'Face Sheet Question J: The child's most recent entry into foster care is the Removal Date under the red tab in CWS/CMS.' Another blue arrow points from the 'Removal Date' field to a text box that reads: 'Face Sheet Question K: The date of discharge from foster care is the Placement Episode End Date under the red tab in CWS/CMS.'

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Closed or Sealed Cases

1. Are Probation cases that have been sealed subject to review?

Yes, probation cases that are sealed are subject to review. Assembly Bill 989 (Chapter 375, Statutes of 2015) was passed on September 30, 2015, which grants CWS legal authority to access sealed probation cases.

2. If an adoption was finalized during the Period Under Review (PUR), do we continue to review the case?

If the adoption has been finalized during the PUR, the case would be reviewed up until the date of the finalized adoption.

3. The target child in a foster care case turned 18 years old during the PUR, do we continue to review the case?

For foster care cases where the target child reached the age of 18 during the PUR, the case would be reviewed up to the child's 18th birthday.

Conflict of Interest

1. If I have occasional decision making authority on cases (e.g. decisions regarding referrals, placement, and review and sign-off on court reports, etc.), is it a conflict of interest for me to review any of the cases I had decision making authority on?

Yes, it is a conflict of interest for you to review a case in which you had any oversight responsibility, supervision, or case decision making.

Please refer to pg. 8 of the Case Review Policies and Procedures Manual for more information about conflict of interest.

2. Are cases that are designated as a sensitive case included in the case review sample? If so, how do we review cases that are designated sensitive due to a conflict of interest?

Sensitive cases are included in the case review sample and should be reviewed. County management should review the sensitive case to determine whether or not the case was designated sensitive due to a conflict of interest. If there is a conflict of interest, CDSS suggests that another county review the case.

Please refer to pg. 8 of the Case Review Policies and Procedures Manual for more information about conflict of interest.

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Interviewing

1. What is the expectation for engaging key participants in interviews?

A minimum of three attempts to contact each key participant is required. Examples include contact via letter and phone call, using the ongoing worker to assist in contact, and/or in-person visits. In addition, there are CDSS approved participation letter templates available on our website: <http://www.childsworld.ca.gov/PG4727.htm>

2. How long do we keep a case review open to allow key participant interviews to occur?

Reviews take between six and 30 hours to complete based on case specific complexity, but a case review may be open longer to allow for key participant interviews. The timeframe for keeping a case review open is 6 weeks. This timeframe should allow enough time to engage key participants, conduct interviews and complete the review of the case. This timeframe is established to assist in completing case reviews timely and to avoid leaving a case review open for a long period of time in which case circumstance may change.

3. Do I need to interview social workers who were not involved with the case during the PUR?

In addition to the caseworker responsible for the case during the PUR, it may be necessary to interview other caseworkers involved in the case outside of the PUR to inform the On-Site Review Instrument (OSRI) ratings. For example, it may be necessary to interview the emergency response caseworker in order to get information needed to score the safety related items for the OSRI.

4. Do we need to interview caseworkers if they are no longer working for the county?

Case reviewers should make concerted efforts to engage the caseworker assigned to the case during the PUR for an interview regardless of the employment status of the caseworker. If the case reviewer is unable to interview the assigned caseworker, then the case reviewer should interview the caseworker's supervisor.

Please refer to Pg. 5 of the Case Review Policies & Procedures Manual for additional information.

5. If an adoption was finalized, do we interview the child and the adoptive parents?

If the adoption has been finalized during the PUR, the key participants would still be interviewed. If a foster care case in which the child's adoption or guardianship was finalized before the PUR begins and the child is no longer under the care of the child welfare or probation agency then the case should be submitted to CDSS for exclusion.

Please refer to pg. 4 of the Case Review Policies and Procedures Manual for more information about case exclusion criteria.

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Transfers Between Counties

- 1. Whose responsibility is it to review a case that was transferred from one county to another during the PUR?**

If a county is assigned a case to review that has subsequently been transferred to another county, the county of jurisdiction will be responsible for the review.

Please refer to pg. 8 of the Case Review Policies and Procedures Manual for more information about transfers between counties.

- 2. How do we handle a conflict of interest when there is no other staff certified to do case reviews within our county?**

CDSS encourages counties to collaborate with other counties when conflicts of interest cannot be resolved within the county. Counties may enter into an informal agreement or establish a contract or Memorandum of Understanding to complete these tasks. When these arrangements occur to resolve conflict of interest, the counties must inform CDSS of the intention to enter into this agreement.

Please refer to Pg. 8 of the Case Review Policies and Procedures Manual for more information about collaboration between counties.

- 3. Once a case is transferred to another county, how will the receiving county review the case notes since the case is from another county?**

Counties have state-wide read on cases. If you are having difficulty, then contact your local CWS/CMS support to grant access for state-wide read.

Quality Assurance (QA)

- 1. Who are the “initial QA” staff and “second level QA” staff?**

Each county is responsible for designating a dedicated QA staff person that is responsible for the initial QA. The second-level QA will be completed by CDSS.

Please refer to pg. 8 of the Case Review Policies and Procedures Manual for more information about the quality assurance process.

- 2. Does the county QA staff need to be an equivalent to a supervisor?**

CDSS recommends the QA position be a supervisor or equivalent, but it is not required.

- 3. What happens if we do not agree with the second level of QA?**

Second-level QA is completed by CDSS and decisions made at that point are final.

- 4. Does the county’s QA staff also have to be certified as a case reviewer and not have any decision making authority on the case?**

Yes, all staff that performs QA must be certified as reviewers. In addition, the QA staff must also attend the QA training. Furthermore, county QA staff must also adhere to the Conflict of Interest policy set forth in the Case Review Policy and Procedures Manual on pg. 8.

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Case Exclusion

- 1. If two cases on the case review list are identified as siblings, can one of these cases be excluded from the case review?**

A case appearing multiple times in the sample, such as a case that involved siblings in foster care in separate cases may be excluded. Counties must submit a Case Review Inquiry Form (found at <http://www.childsworld.ca.gov/PG4727.htm>) to CDSS to have a case considered for exclusion.

Please refer to pg. 4 of the Case Review Policies and Procedures Manual for more information about case exclusion criteria.

- 2. A case on our in-home list had a removal during the PUR, does this mean it is reviewed as an out-of-home case?**

No, cases do not “move” from one category to the other. In-home services case in which any child in the family was in foster care for more than 24 hours during the period under review may be excluded. Counties must submit a Case Review Inquiry Form (found at <http://www.childsworld.ca.gov/PG4727.htm>) to CDSS to have a case considered for exclusion.

Please refer to pg. 4 of the Case Review Policies and Procedures Manual for more information about case exclusion criteria.

- 3. What do I do when a practice case that was reviewed appears on my county’s sample case list?**

Submit a Case Review Inquiry Form (found at <http://www.childsworld.ca.gov/PG4727.htm>) to CDSS using the following exclusion criterion: “A case appearing multiple times in the sample, such as a case that involved siblings in foster care in separate cases or an in-home services case that was opened more than one time during a sampling period.” In this instance, be sure to indicate that the practice case was reviewed.

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Other

1. What are the statutory authorities authorizing case reviews?

Please refer to Appendix D in the Case Review Policies and Procedures Manual for the Federal and State Statutes Relevant to Oversight and Continuous Quality Improvement (CQI).

2. How will access to the Online Monitoring System (OMS) be provided?

During the certification process, trainees will be granted access to the OMS training site immediately after the in-person training. Upon being certified as a case reviewer, CDSS will be responsible for providing individual access to the OMS. Those who are not certified will not be granted access.

3. How will the information from these case reviews be extracted? Will this information be available on the UC Berkeley Outcomes Data site? How often should counties run reports on their case reviews?

The OMS allows each county to run reports of the data extracted from their case reviews. This information is only specific to each county and will not be available on the UC Berkeley Outcomes Data site. Each county is responsible for extracting their reports and integrating the information into their county-wide CQI practice. Findings from case reviews should be included in the C-CFSR documents that are submitted to CDSS.

4. How long do I need to retain case review documentation?

Case review records should be retained one quarter post submission of a case on to the OMS. After that quarter, all documentation related to the case review should be discarded.

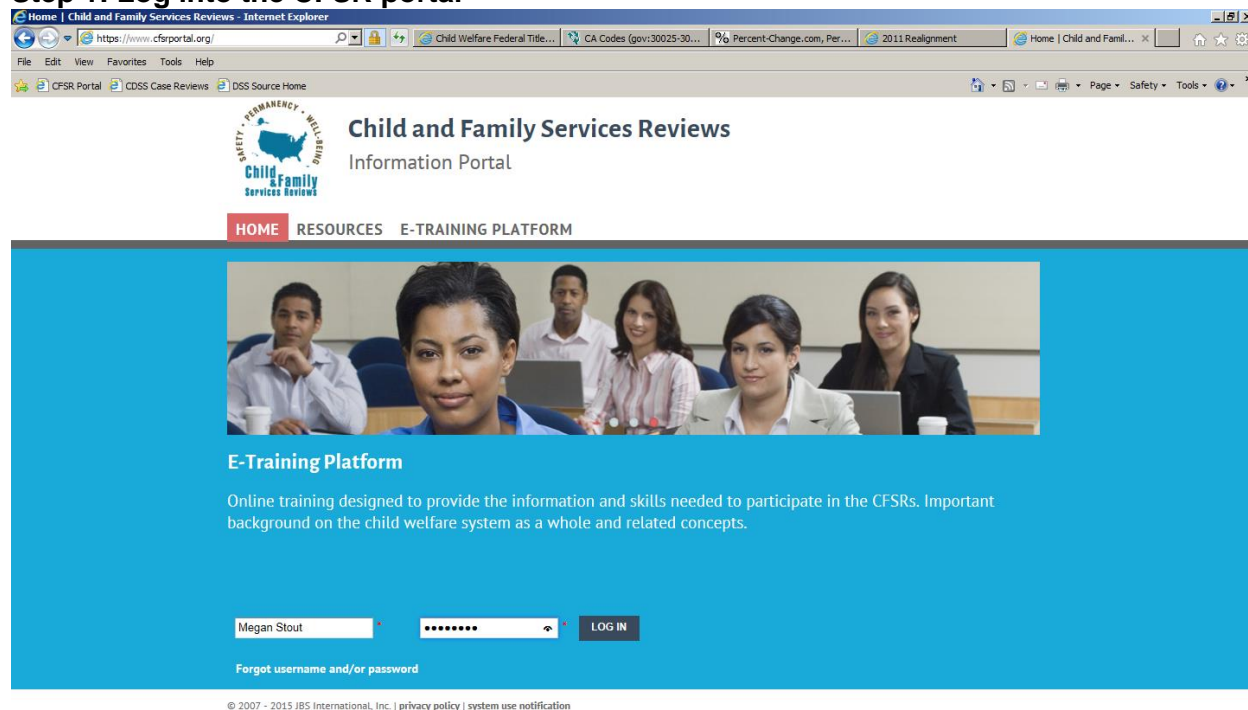
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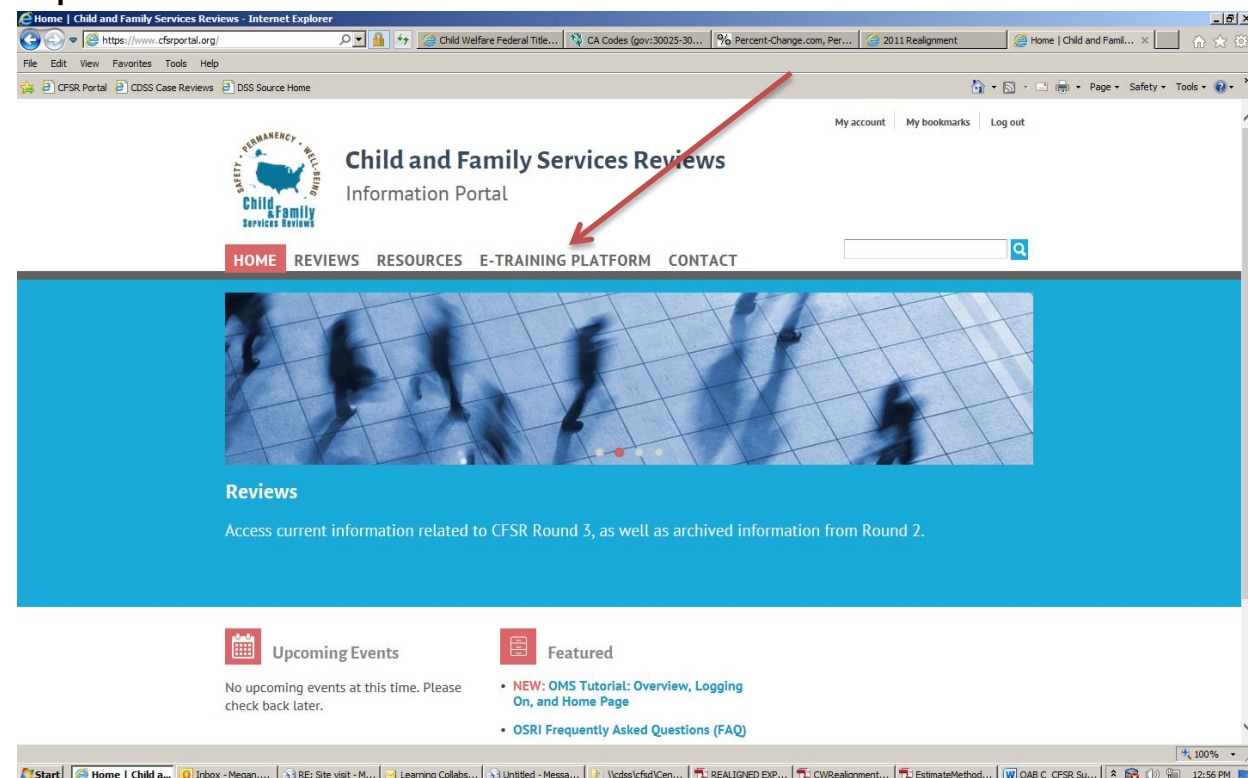
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Online Temporary Certification

Step 1: Log into the CFSR portal



Step 2: Click on the E-TRAINING PLATFORM tab



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Step 3: Click on Module 1 OSRI

Online Monitoring System | Child and Family Services Reviews - Internet Explorer

https://training.cfsrportal.org/section-1/module-4

Child Welfare Federal Title... CA Codes (gov:30025-30... 96 Percent-Change.com, Per... 2011 Realignment

Online Monitoring Syst...

File Edit View Favorites Tools Help

CFSR Portal CDSS Case Reviews DSS Source Home

My account My bookmarks Log out

Child and Family Services Reviews
Information Portal

HOME REVIEWS RESOURCES E-TRAINING PLATFORM CONTACT

Online Monitoring System

The Online Monitoring System, or OMS, is a Web-based online application consisting of the Onsite Review Instrument and Instructions, the Stakeholder Interview Guide, and reporting tools. It is used for both Traditional Reviews and State Conducted Case Reviews. States also can use it for their own continuous quality improvement (CQI) purposes. The module also contains information regarding the three purposes of the OMS—training, CQI, and CFSR—and forms for providing JBS information about a state's users.

✓ Configure your [account time zone setting](#).

OMS REVIEW SITES: DESCRIPTION AND FORMS

CFSR OMS Review Sites (PDF)—This document provides information on the three purposes of the OMS—training, continuous quality improvement (CQI), and CFSR.

OMS Training Review Contact Form (Word)—This form should be used to provide JBS with the names and contact information of each person who should have access to each state's OMS training review site.

OMS CQI Review Contact Form (Word)—This form should be used to provide JBS with the names and contact information for each state's OMS CQI review site.

CFSR State Contact Form (Word)—This form should be used to provide JBS with the names and contact information for each state's CFSR site.

Module 1 OSRI **Module 2 Foster Care Mock Case**

Module 3 In-Home Services Mock Case **Online Monitoring System (OMS)**

E-TRAINING PLATFORM

Section 1: Online Training

Step 4: Complete each lesson within all three modules

Module 1: The OSRI | Child and Family Services Reviews - Internet Explorer

https://training.cfsrportal.org/section-1/module-1

Child Welfare Federal Title... CA Codes (gov:30025-30... 96 Percent-Change.com, Per... 2011 Realignment

Module 1: The OSRI

File Edit View Favorites Tools Help

CFSR Portal CDSS Case Reviews DSS Source Home

Information about the onsite review quality assurance (QA) process.

Follow these steps

1. Onsite Review Instrument and Instructions ✓

Onsite Review Instrument and Instructions

Download and review the complete Onsite Review Instrument and Instructions (OSRI).

You have completed this activity

2. OSRI Overview ✓

3. Face Sheet and Layout ✓

4. Safety 1 and 2 ✓

5. Permanency 1 ✓

6. Permanency 2 ✓

7. Well-Being 1 ✓

8. Well-Being 2 and 3 ✓

9. Onsite Review Quality Assurance ✓

OSRI Frequently Asked Questions (FAQs)

Module 1 OSRI **Module 2 Foster Care Mock Case**

Module 3 In-Home Services Mock Case **Online Monitoring System (OMS)**

E-TRAINING PLATFORM

Section 1: Online Training for States

- Module 1: The OSRI
- Module 2: Foster Care Mock Case
- Module 3: In-Home Services Mock Case
- Online Monitoring System

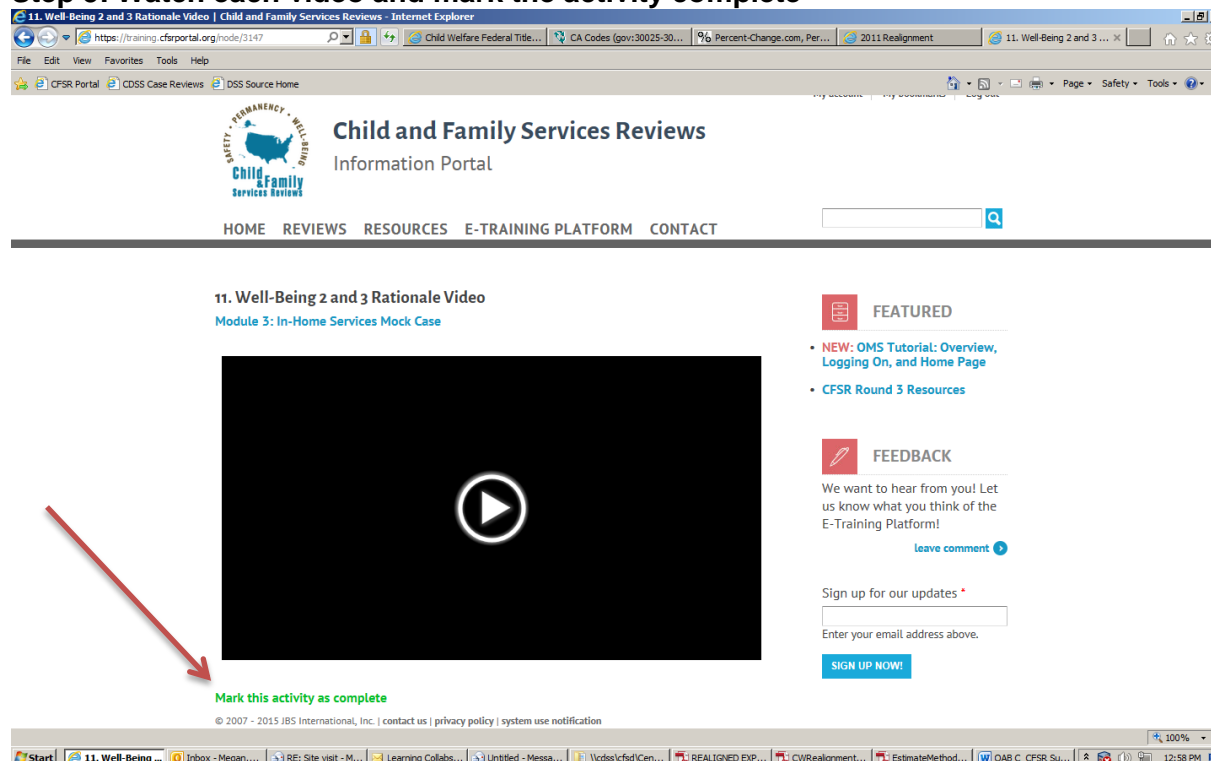
Section 2: Understanding the Child Welfare System

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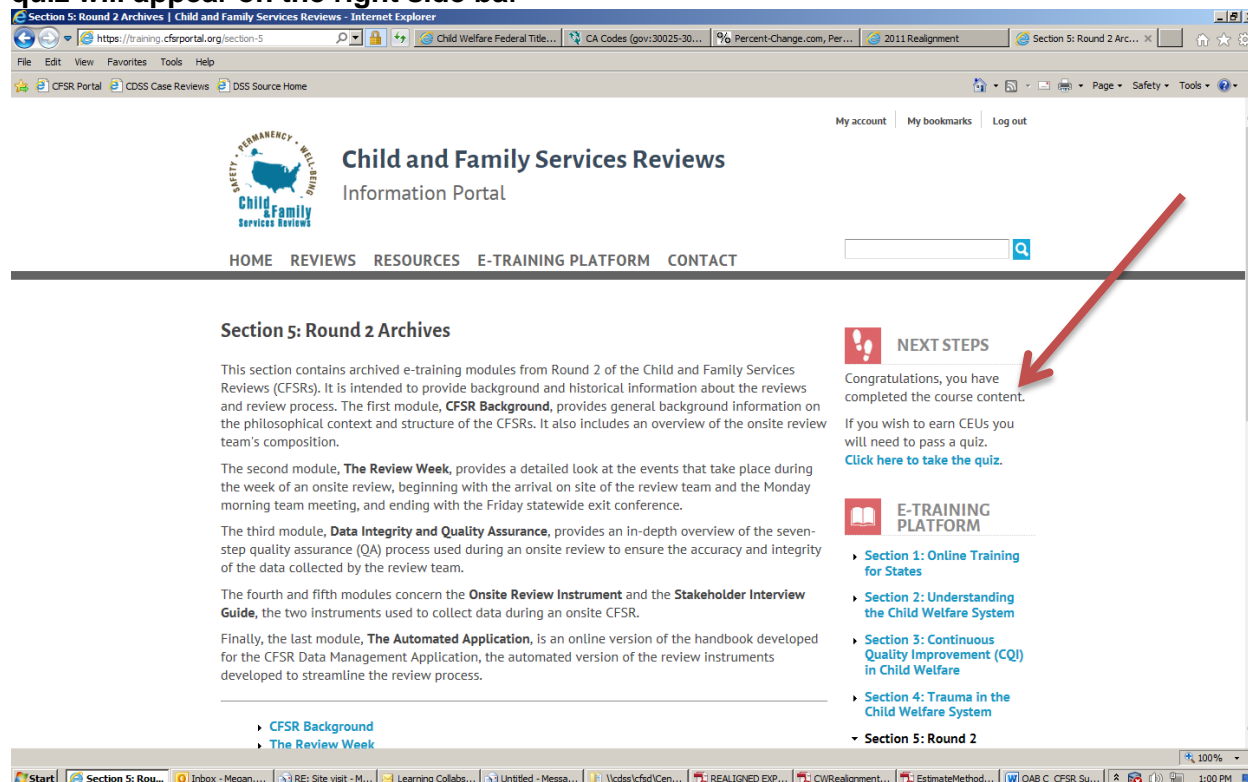
Step 5: Watch each video and mark the activity complete



11. Well-Being 2 and 3 Rationale Video
Module 3: In-Home Services Mock Case

Mark this activity as complete

Step 6: After completing all module lessons, videos, and activities, the link to take the quiz will appear on the right side bar



Section 5: Round 2 Archives

This section contains archived e-training modules from Round 2 of the Child and Family Services Reviews (CFSRs). It is intended to provide background and historical information about the reviews and review process. The first module, **CFSR Background**, provides general background information on the philosophical context and structure of the CFSRs. It also includes an overview of the onsite review team's composition.

The second module, **The Review Week**, provides a detailed look at the events that take place during the week of an onsite review, beginning with the arrival on site of the review team and the Monday morning team meeting, and ending with the Friday statewide exit conference.

The third module, **Data Integrity and Quality Assurance**, provides an in-depth overview of the seven-step quality assurance (QA) process used during an onsite review to ensure the accuracy and integrity of the data collected by the review team.

The fourth and fifth modules concern the **Onsite Review Instrument** and the **Stakeholder Interview Guide**, the two instruments used to collect data during an onsite CFSR.

Finally, the last module, **The Automated Application**, is an online version of the handbook developed for the CFSR Data Management Application, the automated version of the review instruments developed to streamline the review process.

▶ [CFSR Background](#)
▶ [The Review Week](#)

NEXT STEPS
Congratulations, you have completed the course content.
If you wish to earn CEUs you will need to pass a quiz.
[Click here to take the quiz.](#)

E-TRAINING PLATFORM

- ▶ [Section 1: Online Training for States](#)
- ▶ [Section 2: Understanding the Child Welfare System](#)
- ▶ [Section 3: Continuous Quality Improvement \(CQI\) in Child Welfare](#)
- ▶ [Section 4: Trauma in the Child Welfare System](#)
- ▶ [Section 5: Round 2](#)

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Step 7: To initiate the quiz, click the “Begin Quiz” link

The screenshot shows the 'Child and Family Services Reviews Information Portal' website. The page has a navigation bar with links: HOME, REVIEWS, RESOURCES, E-TRAINING PLATFORM, and CONTACT. A search bar is located on the right. The main content area features a section titled 'Online Training for States: CEU Quiz'. This section contains three paragraphs of text explaining the quiz process, followed by a blue link labeled 'Begin Quiz'. A red arrow points to this link. To the right of the main text, there are two sidebars: 'FEATURED' with links to 'NEW: OMS Tutorial: Overview, Logging On, and Home Page' and 'CFSR Round 3 Resources'; and 'FEEDBACK' with a 'leave comment' link and a sign-up form for updates. The footer includes copyright information and a taskbar with various open applications.

Online Training for States: CEU Quiz

To receive Continuing Education Units (CEUs) for the Online Training for States, you must complete this 80-question quiz and receive a score of 80 percent or better (64 questions correct). Once you begin the quiz, you must complete it in a single session—you cannot save your results and come back at a later time. You should be prepared to spend at least an hour on the quiz. The quiz questions are presented randomly, and you must provide an answer in order to move on to the next question.

If you do not pass this quiz on your first attempt, you will be shown each question that you missed along with your incorrect response. You may take the quiz again after reviewing the course content, but must again answer all 80 questions.

When you pass the quiz, you will be directed to an online evaluation of the Online Training for States. You must complete this evaluation to receive your certificate. There is no need to send an e-mail indicating that you have completed the evaluation—we will be notified automatically when you finish, and will e-mail your certificate to you as soon as we confirm your completion of the Online Training for States. This will normally take place within 1 week of your passing the quiz and completing the evaluation.

To initiate the quiz, click the link below.

[Begin Quiz](#)

FEATURED

- NEW: OMS Tutorial: Overview, Logging On, and Home Page
- CFSR Round 3 Resources

FEEDBACK

We want to hear from you! Let us know what you think of the E-Training Platform!

[leave comment](#)

Sign up for our updates *

Enter your email address above.

SIGN UP NOW!

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